



DEGREE
July- December

SESSIONAL EXAMINATION
LR 221- Intro To Industrial And Labour Relations

BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING

In collaboration with

ZIMBABWE OPEN UNIVERSITY

**BACHELOR OF COMMERCE (HUMAN RESOURCE MANAGEMENT &
INDUSTRIAL RELATION)**

INTRODUCTION TO INDUSTRIAL & LABOUR RELATIONS

LR 221

SESSIONAL EXAMINATION

Marks – 100

TIME ALLOWED: 3 HOURS

Instructions to candidates:

1. The examination consists of **Four** sections: A, B, C and D
2. Begin each answer to a new question on a new page
3. Answer questions according to instructions given in each section
4. Write answers in the answer booklet provided
5. Write legibly in grammatical English.



SECTION A - MULTIPLE CHOICE QUESTIONS

[10 MARKS]

Answer ALL questions. Each question carries ONE (1) mark

Choose the best alternative answer.

1. The International Labour Convention number 100 advocates for _____.
 - a) Remuneration established without discrimination based on sex
 - b) Remuneration based on gender
 - c) Freedom to form a trade union.
 - d) Freedom to join a trade union.

2. Strikes for better wages during colonial times were viewed as _____.
 - a. Incitement from big trade unions
 - b. Part of revolutionary struggle against white colonial rule.
 - c. Incitement from jealous foreign powers
 - d. Part of cold war between big countries.

3. Liberalization of the labour market was accompanied _____.
 - a. By political openness of societies.
 - b. Registration of more unions
 - c. Recognition of more unions
 - d. Registration of more political parties.

4. Three partners in relationship and dialogue were _____.
 - a. Trade unions, employers and government
 - b. Trade unions, employees and employers
 - c. Workers, employers and government
 - d. Employees, employers and supervisors



DEGREE
July- December

SESSIONAL EXAMINATION
LR 221- Intro To Industrial And Labour Relations

5. Negotiation is an interactive process aimed at a fair, reasonable and mutually acceptable outcome between two or more parties in a _____.
- Collective bargaining process
 - Negotiation process
 - Disciplinary process
 - Grievance process
6. Which authority is mandated with registration of Collective agreements?
- Registrar of trade unions
 - Registrar of industrial court
 - Registrar of collective agreements
 - Commissioner of labour
7. Negotiation in bad faith excludes _____.
- Lack of trust
 - Compromising
 - Militancy
 - Negative attitudes
8. When an industrial action takes place, the two parties _____.
- Fight each other
 - Accuse each other
 - Call lawyers
 - Engage each other
9. The following are factors that affect how people manage conflict except
- Status
 - Gender differences
 - Behaviour learned in families
 - Negotiation



DEGREE

July- December

SESSIONAL EXAMINATION

LR 221- Intro To Industrial And Labour Relations

10. Botswana Mining Workers Trade Union (BMWU), is an example of which type of trade union

- a. Industrial unions
- b. Public sector unions
- c. Government unions
- d. General unions



SECTION B TRUE / FALSE QUESTIONS

[10 marks]

Answer ALL questions. Each question carries ONE (1) mark.

Answer True or False for each of the following:

1. The reason employees resort to strikes is to inflict economic harm on their employer so that the latter can accede to their demands.
2. The pluralistic perspective accepts legitimacy of employees combining in formal organisations to express their interests, influence management decisions and achieve their objectives.
3. The unitarist perspective views the organisation as an integrated group of people having a unified authority structure with common values and purpose .
4. Collective bargaining is usually referred to as a process because it involves human behaviour.
5. Conflicts are always destructive.
6. Industrial action is a manifestation of the industrial conflict, which is inherent in industrial relations.
7. In the field of labour, tripartite relations are about the interactions among between the employer and the employee.
8. Negotiation is conducted by representatives on behalf of their principals.
9. The only function of a trade union is to ensure security of employment and income for its members.
10. The main problem with arbitration that on part may be dissatisfied, which could lead to more conflict in the future.



SECTION C SHORT ANSWER QUESTIONS

[30 marks]

Answer all questions from this section

1. Explain the five formalities that should be followed by a trade union when it intends to engage in a strike, for the strike to be regarded as legal (The right to strike) according to Section 39 of the Trade Disputes Act. (10 Marks)
2. State any five rights of an employee during disciplinary hearing. (5 Marks)
3. Identify any 3 measures taken by employers to avoid retrenchment. (3 Marks)
4. List any 3 areas of interest covered by workers in a negotiation process. (3 Marks)
5. Outline and explain the three skills of negotiation (6 Marks)
6. Give any three rights of union representatives (3 Marks)

SECTION D Essay- Type Questions

[50 marks]

There are three questions in this section. Answer any two questions

QUESTION 1

[25 Marks]

Briefly describe the evolution of the pentagonal employment relations system as opposed to the traditional tripartite relations system. In Your answer you should address the role played by all the parties to the employment relations system. (25Marks)

QUESTION 2

[25 Marks]

- a) As a Labour Relations Manager, discuss **five** approaches will you put in place which will increase employee participation (10 Marks)
- b) Discuss any **five** ways that unions use to achieve their objectives (15 Marks)

QUESTION 3

[25 Marks]

Discuss any **five** potential sources of conflict that may arise at an organisation of your choice and provide **five** possible comprehensive coping mechanism for such conflict. (25 Marks)

END OF EXAMINATION